

# Exhibit C

## Operating Plan

# PLEASURE COVE MARINA

## OPERATING PLAN

### TABLE OF CONTENTS

	Page
A. Introduction .....	3
B. Management, Organization, and Responsibilities .....	3
1. Concessionaire.....	3
2. Reclamation .....	4,5,6
C. Concession Operations .....	6
1. Operational Evaluations .....	7
2. Rates .....	8
3. Reduced Rates for Government Employees and Others.....	9
4. Schedule of Operation .....	10
5. Staffing and Employment.....	10,11,12
D. Scope of Operations .....	13
E. Reports 13	
1. Concessionaire.....	13,14,15
F. Sanitation.....	16
1. Inspections.....	16
2. Sanitation Training.....	16
3. Garbage Collection.....	16
G. Utility Responsibility.....	16
H. Concessionaire Risk Management Program.....	17
I. Lost and Found Policy.....	17
J. Integrated Pest Management.....	17
K. Complaints.....	17
L. Advertisements/Public Information.....	18
M. Protection and Security.....	19
N. Design and Construction .....	20
O. Fuel Storage.....	20
P. Hazardous Materials .....	21
Q. Hazardous Waste .....	22
R. Recycling and Conservation.....	22
1. Source Reduction.....	22
2. Recycling and Beverage Container Programs .....	23
3. Water and Energy Conservation.....	23
4. Affirmative Procurement.....	23
S. Volunteers.....	24
T. Smoking in Public Buildings.....	24
U. Quiet Hours .....	24
V. General.....	24
Signature .....	25

Appendix A – Gift Shop Mission Statement .....	26
--	----

## OPERATING PLAN

### A. INTRODUCTION

This Operating Plan between Pleasure Cove Marina, LLC (hereinafter referred to as the "concessionaire") and the Bureau of Reclamation (hereinafter referred to as "Reclamation") shall serve as a supplement to **Concession Contract 05-LC208905** (hereinafter referred to as the "contract") but does not amend the authorization or alter the rights and liabilities of the parties to the contract. The Operating Plan delineates and specifies the operating responsibilities of the concessionaire and Reclamation with regard to those lands and facilities within Pleasure Cove Marina, located in the Lake Berryessa Recreation Area that are assigned to, or otherwise used by, the concessionaire for the purposes authorized by the contract.

In the event of any apparent conflict between the terms of the contract and this Operating Plan, the terms of the contract, including its designations and amendments, shall prevail.

This plan shall remain in effect until superseded or amended. It will be reviewed annually by Reclamation in consultation with the concessionaire and revised as determined necessary by the area manager of the Central California Area Office.

### B. MANAGEMENT, ORGANIZATION, AND RESPONSIBILITIES

#### 1. CONCESSIONAIRE

- a. The concessionaire will direct the concession operation. The concessionaire will employ an on-site manager to carry out the policies and directives of Reclamation as well as those of the concessionaire in the operation of the authorized concession facilities and services at Pleasure Cove Marina. To achieve an effective working relationship between the concessionaire and Reclamation, the concessionaire shall designate the property General Manager who has full authority to act as a liaison in all concession matters related to Pleasure Cove Marina Concession Operations.
- b. The on-site manager will employ a staff with the expertise to operate all services authorized under the contract.
- c. The on-site manager will furnish Reclamation with an initial list identifying key concession management, supervisory personnel and their job titles. The list will be updated as changes occur.

#### 2. RECLAMATION

- a. The Reclamation Area Manager is responsible for the total area operation, including the concession operations. The area manager carries out the policies and directives of Reclamation, including oversight of contracts. Through staff representatives, the area manager reviews, supervises, and coordinates concession activities at Pleasure Cove Marina.

Monitoring contract compliance includes evaluating all concession operations and services and reviewing and authorizing all rates, improvements to facilities, and construction.

- b. Area office personnel are responsible for coordinating planning and development activities, overseeing environmental compliance, and supervising the concession management activities within the Reclamation area.

- c. Area office personnel make recommendations to the area manager on all aspects of the concessionaire's operation. The area manager ensures that necessary evaluations and inspections are performed, including those required by the U.S. Public Health Service and the area safety officer (including fire inspections), along with the periodic evaluations required under the Reclamation's Concessionaire Review Program. Area office personnel will ensure that approval of all concession rates is based on current market comparability studies or applicable guidelines. Area office personnel has the authority from the area manager to make field decisions pertaining to the concession operations and act as liaison between the concessionaire and the area manager.

Area office staff reviews and coordinates the concessionaire's day-to-day activities; operational and maintenance activities; rate, service, and schedule changes; equal employment opportunity and affirmative action plans; advertisements; construction proposals; annual financial reports; insurance coverage; and all other contract requirements.

- d. The area office safety officer or qualified designee will monitor the Concessionaire Risk Management Program to ensure that it meets all applicable standards.
- e. The area office sanitarian, or qualified designee, will monitor food and beverage services, grocery stores, solid waste disposal, water, and waste water systems to ensure adherence to all applicable public health standards.
- f. The area office hazardous materials coordinator, or qualified designee, is responsible for developing the hazardous waste and hazardous materials programs and monitoring compliance within the scope of authority and resources assigned by the area manager.
- g. Area office staff will initiate, review, supervise, and coordinates the activities of personnel who provide visitor services and protection functions and serves as the direct line of communication to the concessionaire on matters related to fire management, law enforcement, safety, prescribed fire, search and rescue, emergency medical services, and resource protection.
- h. The chief of interpretation acts on behalf of the area manager in matters pertaining to interpretation, environmental education, museum services, and public information. The Interpretive Division will work with the concessions Management Division to evaluate and monitor concession interpretive activities.
- (1) An area office interpreter, if one exists, should provide interpretive programs for the visiting public and serve as the direct line of communication to the concessionaire about interpretive matters, including concession staff training.
- (2) The public information officer coordinates media relations and activities directly with the concessionaire. This office also prepares the area's informational newspaper.
- i. The cultural resources specialist serves as the direct line of communication to the concessionaire about the care, treatment, and preservation of the historic structures assigned to the concessionaire.
- j. The operation and maintenance (O&M) chief should act on behalf of the area manager in matters pertaining to maintenance and serve as the direct line of communications to the concessionaire on routine maintenance matters. The O&M chief may, with

assistance from other office personnel, provide technical advice and assistance to the concessionaire on matters concerning maintenance to historic structures if applicable.

- k. The resources management chief acts on behalf of the area manager in all matters pertaining to natural resources management such as air quality monitoring, vegetation management, fish and wildlife management, and hazard-tree mitigation.
- l. The administrative officer should act on behalf of the area manager in matters related to fiscal management associated with concession activities, including billing for payment of franchise fees, utilities, lease fees, quarter's rental, and personal services provided by Reclamation to the concessionaire.

## C. CONCESSION OPERATIONS

The operation of accommodations, facilities, and services authorized and required by the contract will conform to the evaluation standards set forth in the Reclamation Concessionaire Review Program and this Operating Plan.

### 1. OPERATIONAL EVALUATIONS

- a. Reclamation and the concessionaire shall separately inspect and monitor concession facilities and services with respect to Reclamation Policies, applicable standards, authorized rates, risk management, public health, impacts on cultural and natural resources, and visitor concerns and reactions. Reclamation will evaluate all services and facilities operated by the concessionaire to ensure public safety and health, identify maintenance and operating deficiencies, and ensure satisfactory services and accommodations for the general public within assigned areas of responsibility and in accordance with the land assignment maps, which should be included as an exhibit to the concession contract.
- b. The area manager's representative(s), normally the Concessions Management Specialist(s), will conduct periodic inspections of concessionaire facilities and services to ensure conformance to operational standards established by the Reclamation Concessionaire Review Program. Location managers may be contacted at the time of evaluations so that a representative of the concessionaire can accompany the Reclamation evaluator.
- c. The area's safety officer or qualified designee will conduct at least one annual comprehensive safety and occupational health evaluation.
- d. The Public Health Service shall conduct periodic food service evaluations, inspections may be conducted without prior notice. The concessionaire will maintain and follow a formal, written, food-service-sanitation self-inspection program. Reclamation will help develop and update the program as necessary.
- e. The concessionaire will perform annual interior and exterior fire and risk management inspections of all concession buildings. Written records, verifying the completion of such inspections, will be maintained by the concessionaire and will be available to Reclamation upon request.

- f. Reclamation reserves the right, in accordance with the contract, to enter the concessionaire's facilities at any reasonable time for inspections or when otherwise deemed necessary.
- g. The area's hazardous materials coordinator or qualified designee will conduct at least one evaluation annually of the concessionaire's compliance with hazardous materials and hazardous waste regulations and Reclamation policies.
- h. The concessionaire must be responsive to dates assigned for correction of deficiencies and abatement plans for correction of identified deficiencies. The concessionaire will meet with Reclamation officials to schedule and prioritize correction of deficiencies and improvement programs resulting from these inspections.

## 2. RATES

- a. Concessionaire will submit written requests for all rate increases at least 45 days before anticipated implementation dates. Requests for rate changes will be processed as expeditiously as possible. Should special conditions require a quicker than normal response, the concessionaire will clearly explain these conditions in writing in the request. Annual requests for rate changes should be submitted according to the following schedule:

Mooring	January 1
Campgrounds (Tents-R/V	February 1
Food and Beverage	February 1
Fees (All Types)	March 1
Boat Rentals (All Types)	October 1
Accommodations	October 1
All other	November 1

- b. Rate requests shall include pertinent information about the rate, product, or service proposed. This includes but is not limited to: brand names, portions, length of service, and amenities provided. For food service requests, this will include an indication of which items will be regularly on the menu.
- c. The concessionaire will provide a range of service levels, qualities, and associated prices for all goods and services provided to the public under the contract.
- d. Reclamation will approve or deny rate requests and will inform the concessionaire of the reason for any disapproval within 45 days of the rate request submittal. If the concessionaire requests a quicker response, Reclamation will attempt to accommodate the request; however, this will not be normal procedure. If a longer response period is needed, Reclamation will contact the concessionaire and negotiate a response date.
- e. The concessionaire will prominently post all rates for goods and services provided to the visiting public.

## 3. REDUCED RATES FOR GOVERNMENT EMPLOYEES AND OTHERS

- a. Government employees on official business and others (not family members) on Reclamation-related business, as designated by the area manager, will receive reduced rates for lodging and transportation. Reduced rates are not applicable under any

circumstances for food or merchandise, including groceries, gasoline, or other automobile needs.

- b. Reduced rates for Government employees and others on official business will be part of the approved rate schedules and will not exceed allowable per diem. Goods and services may not be provided to government employees or their families without charge or at reduced rates except within the provisions described above or as available to the general public.

#### 4. SCHEDULE OF OPERATION

The concessionaire will provide required and authorized services for visitors on a year-round basis; some facilities may close seasonally or provide limited services. Annually, the concessionaire will submit a written schedule of proposed opening and closing dates and operating hours for all concession facilities for the area manager's approval before implementation. Reclamation will give reasonable notice of any schedule changes that it may initiate. Weather and visitation may cause specific dates of operating seasons to fluctuate. Schedule changes will be approved by Reclamation.

#### 5. STAFFING AND EMPLOYMENT

##### a. Concessionaire Hiring.

- (1) The concessionaire will hire a sufficient number of employees to ensure satisfactory services during shoulder as well as peak visitor seasons.
- (2) The concessionaire will attempt to offer concession employees a full workweek whenever possible.
- (3) The concessionaire will establish hiring policies that will include appropriate background check for employment applicants.
- (4) The concessionaire will maintain to the greatest extent possible, a drug free workplace environment. The concessionaire will conduct educational programs for its employees to deter substance and alcohol abuse. The concessionaire will require all employees, and specifically those in safety positions to participate in random drug testing. Should any illegal drug use occur, it will be reported immediately to the appropriate Reclamation official.
- (4) Drivers of delivery trucks or passenger carrying vehicles shall have a valid operator's license for the size and class of vehicle being driven. They shall also meet any additional State requirements established for the vehicle driven or passengers carried.

##### b. Employee Housing.

- (1) The concessionaire will provide housing and food service for concession employees when feasible.
- (2) When concession employees are housed in government-owned facilities (not including those assigned to the concessionaire) or on government-owned trailer sites, Reclamation will bill the concessionaire for all concession employees.

- (3) The concessionaire will inspect all quarters for fire and safety compliance within 30 days of initial occupancy of a residence. Monthly fire drills will be performed by the concessionaire. Employee rooms will be adequately furnished to serve the number of occupants.
- (4) The Reclamation safety officer or designee will have responsibility for health and safety inspections in employee housing areas. The Concession Management Specialist will be responsible for conducting periodic inspections of concessionaire employee housing.
- (5) The concessionaire will provide adequate cooking and food storage facilities where appropriate. The concessionaire will ensure employee compliance with health, fire, and safety code regulations and Reclamation policies and guidelines. Food storage facilities shall be bear and vermin proof.
- (6) The concessionaire will provide facilities and services necessary for recycling aluminum, newspaper, glass, and cardboard generated within all employee housing areas. The concessionaire will promote recycling and make it convenient for employees.
- (7) Employee housing managers will notify Reclamation of vehicles that are abandoned within assigned employee parking lots. These vehicles will be towed at the expense of the owner.

c. Employee and Staffing Practices.

- (1) All employees dealing with the general public shall wear uniforms and nametag at all times. Employees will project a friendly, helpful, hospitable attitude, answer visitor questions and provide visitor assistance. The concessionaire will take appropriate steps to enforce these rules.
- (2) The concessionaire shall have an affirmative action plan, as required by law, and will post the plan in the office and work area.

d. Reclamation Employees and Families.

- (1) The concessionaire will not employ in any status a Reclamation employee, spouse of a Reclamation employee, or minor children of Reclamation employees without area manager approval. Reclamation employees must submit a written request to the area manager requesting that their spouse or minor children be allowed to work for the concessionaire. The concessionaire shall not employ in any status the spouse or children of the area manager, assistant area manager, chief of concessions management, concessions management specialists, or safety officer.

e. Training Program.

- (1) The concessionaire will provide employee orientation and training and will inform employees of the regulations and requirements that affect their employment and activities while residing and working for the concessionaire. Additional orientation pertinent to the developed area where the employees are assigned will be conducted by the concessionaire with Reclamation participation on location.



New employees will be provided an orientation to the concessionaire spill contingency plans for fuels, oil and other hazardous substances.

- (2) The concessionaire will provide appropriate job training to each employee before duty assignments and working with the public.

#### **D. SCOPE OF OPERATIONS**

The scope of operations is described in Concessions Contract No. 05-LC208905. Any changes to the scope of operations must receive written approval from the Park Manager and/or Contract Administrator and be reflected as a contract amendment. All services will be provided in a consistent and quality manner. Standards provided by the Reclamation Operational Performance Program are considered service minimums. The concessionaire is expected to make every effort to exceed these standards. The concessionaire will be responsible for monitoring concession operations to ensure that quality standards are met with oversight from Reclamation. Capacity for operations is determined by Park Planning documents.

All vehicular equipment used by the concessionaire will be properly licensed and maintained in a safe operating condition. Federal and State requirements must be adhered to. The concessionaire will park such equipment, when not in use in an area approved by Reclamation.

#### **E. REPORTS**

##### **1. CONCESSIONAIRE**

###### **a. Management Information System.**

To document visitor use impact, the concessionaire shall maintain a management information system and shall provide the park manager with a monthly report that reflects at a minimum the operational and financial statistics identified in Schedule P of the Annual Financial Report.

###### **b. Other Reports required by the contract:**

- (1) Certificate of Insurance March 1 each year
- (2) Statement of Insurance: March 1 each year  
(from concessionaire insurance company)
- (3) Annual Financial Report April 1 each year of contract

###### **c. Incident Reports.**

- (1) The concessionaire will immediately report to the Reclamation Communication Center any fatalities or visitor-related incidents that could result in a tort claim against the United States; property damage over \$500; any employee, visitor, or stock injuries requiring more than minor first aid treatment; any fire; any motor vehicle accidents; any incident that affects the natural and/or cultural resources; and any known or suspected violations of law involving people not employed by the concessionaire.

###### **d. Human Illness Reports.**

- (1) Information on all human illnesses, whether employees or guests, is to be promptly reported to the Reclamation risk management office. This

information, along with other information received, will be evaluated by the area sanitarian to help identify outbreaks of illness associated with contaminated water or food sources or caused by other adverse environmental conditions. Reports shall be made by telephone.

e. Hazardous Materials Quarterly Report.

- (1) To document information regarding concessionaire hazardous materials, the concessionaire shall provide the park manager with a quarterly report (in a format to be designated by the park manager) which includes the following information for every hazardous material stored on-site or used during the prior quarter:
  - (i) Maximum quantity in pounds of every material at any time during the quarter.
  - (ii) Form of the material.
  - (iii) Location of the material.
  - (iv) Hazard category of the material.
  - (v) Type of storage containment.
  - (vi) Whether or not the material contains any chemical regulated as an extremely hazardous substance under Section 3.02/303 of the Emergency Planning and Community Right-to-Know Act (EPCRA)
  - (vii) The Material Safety Data Sheet
  - (viii) The amount of materials used in the prior quarter, how the material was used, and the total volume of release (as defined in EPCRA) of that material and the media into which the material was released for every hazardous material used that contains a chemical regulated under Section 3.13 of EPCRA
  - (ix) Any activities undertaken or planned to reduce hazardous waste generation

f. Solid Waste Generation.

- (1) The concessionaire shall provide the park manager with a quarterly report (in a format to be designated by the park manager) which includes the following information for all solid waste generated during the prior quarter:
  - (i) Volume of solid wastes generated per month in the prior quarter.
  - (ii) Volume of recyclable materials recovered by type per month.
  - (iii) Any activities planned or undertaken to reduce the amount of solid waste generated that requires landfill disposal.

## **F. SANITATION**

### **1. INSPECTIONS**

Reclamation will inspect each food service facility, market, and public shower for sanitation on a regular basis.

### **2. SANITATION TRAINING**

At a minimum, the concessionaire will provide sanitation training for food service managers at the start of their employment in a food service facility. Additional training will be provided on an as needed basis.

### **3. GARBAGE COLLECTION**

#### **a. Concessionaire.**

- (1) The concessionaire will engage an independent contractor (service provider) for the removal of the trash and garbage generated by its facilities. Included in its contract are the following procedures: The service provider will supply bear proof lockable bins specified by the concessionaire. Service provider is responsible for emptying all bins as needed; picking up any trash or garbage that should fall from the container being emptied; and maintaining the cleanliness of the bins to minimize the attraction of insects and wildlife. In areas where trash or garbage pick-up noise may disturb guests, the service provider is restricted to pick-ups between 8:00 a.m. and 5:00 p.m.

## **G. UTILITY RESPONSIBILITY**

### **1. CONCESSIONAIRE**

The concessionaire is responsible to provide year-round water-sewer, electrical and telephone services, propane supplies, and garbage collection. The concessionaire is responsible for the direct payment to suppliers.

## **H. CONCESSIONAIRE RISK MANAGEMENT PROGRAM**

In accordance with the Occupational Safety and Health Act of 1970 and the "Bureau of Reclamation concession Risk Management Program," the concessionaire is required to develop a Risk Management Program to provide a safe and healthful environment for all concession employees and visitors.

The concessionaire will develop, maintain, and implement a documented Risk Management Plan, as outlined in the "Bureau of Reclamation Concession Risk Management Program," less any specific elements of the plan that have been waived in writing by the park manager.

## **I. LOST AND FOUND POLICY**

Each found item will be tagged, listing the item found, location found, date and time found, and who found it. The found items will be handled according to the concessionaire lost and found policy. The concessionaire will attempt to identify owner of the found item.

## **J. INTEGRATED PEST MANAGEMENT**

The control of pests by chemical and other means is subject to Reclamation approval. Procedures are outlined in the Reclamation Integrated Pest Management Plan.

## **K. COMPLAINTS**

Reclamation will send complaints or comments regarding concessionaire services to the concessionaire for investigation. the concessionaire must respond in a timely manner, in writing, to the person who lodged the complaint. the concessionaire must also provide the park manager with a copy of the response. In the event that Reclamation responds to the complaint a copy of the letter will be forwarded to the concessionaire.

To initiate valid and responsive visitor comments, the following notice will be prominently posted at all concessionaire cash registers and points of sale locations:

---

This service is operated by Pleasure Cove Marina L.L.C., a concessionaire under contract administered by the Department of the Interior (Reclamation).

- The concessionaire is responsible for conducting these operations in a satisfactory manner.
- The reasonableness of prices is based on market comparability. Prices are approved by Reclamation based upon prices charged by similar private enterprises for similar services in other areas with due consideration for appropriate differences in operating conditions.

Please address comments to: Michael R. Finnegan  
Area Manager  
Central California Area Office  
7794 Folsom Dam Rd  
Folsom, California 95630-9489

---

## **L. ADVERTISEMENTS AND PUBLIC INFORMATION**

All promotional material must be approved by the park manager before publication, distribution, broadcasting, placing on the Internet, etc. Advertisements must include a statement that the concessionaire is authorized by Reclamation, an agency of the U. S. Department of the Interior, to serve the public in the Lake Berryessa Recreation Area. Brochure changes and layout should be submitted to the park manager for review at minimum thirty (30) days before the projected need or printing dates. The park manager will make every effort to respond to minor changes to brochure and menu texts within fifteen (15) days. Longer periods may be required for major projects or if Reclamation assistance is required to help develop the product. The concessionaire should contact area office staff well in advance to establish specific time frames for each project.

Advertisements for employment will contain a statement that the company is an equal opportunity employer.

## **M. PROTECTION AND SECURITY**

### **1. RESOURCE PROTECTION**

- a. Reclamation will provide resource protection.—Any harm or alteration of natural, pale ontological, historic, or archaeological objects or structures is prohibited.

- b. If the concessionaire observes signs of vandalism of any kind (including defacement of rocks and damage to property), the concessionaire shall notify a Reclamation representative as soon as possible.
- c. The concessionaire shall provide restoration of any resources damaged by its operation. Restoration measures shall be determined and directed by Reclamation.
- d. Fishing shall be in accordance with the State of California laws and regulations.

## **2. FIRE PROTECTION**

Fire protection shall be provided jointly by Reclamation and the concessionaire. The primary responsibility lies with Reclamation. The concessionaire must ensure that all buildings within the assigned area meet Fire and Life Safety Codes, and that fire detection and suppression equipment is in good operating condition at all times. It is the concessionaire responsibility to report all structural fires immediately.

## **3. EMERGENCY MEDICAL CARE**

Reclamation is responsible for emergency medical care. All injuries sustained by visitors or employees in concession facilities and all medical emergencies should be reported promptly to Reclamation. All employee and visitor illness complaints will be promptly reported to Reclamation so that thorough investigating procedures can be completed as necessary.

## **4. CONCESSIONAIRE SECURITY PERSONNEL**

Concessionaire-employed security personnel will have no authority to take law enforcement action or carry firearms. Concessionaire security personnel is empowered to enforce only the concessionaire policies.

# **N. DESIGN AND CONSTRUCTION**

Reclamation must approve plans and specifications for all types of construction prior to the start of each project. Submittals should be made in a time frame that allows for all necessary reviews and clearances. Plans and specifications must be prepared in accordance with Reclamation Design and Construction Standards. Construction codes to be followed include, but are not limited to, the most current editions of the Uniform Building Code, the National Plumbing Code, the National Electric Code, Americans with Disabilities Act Accessibility Guidelines (ADAAG), National Fire Protection Association's Life Safety Code, and pertinent State codes and regulations. Where locally applicable codes exist that set a higher standard than national codes for a particular issue, the local codes will apply for that issue at the discretion of the park manager.

Constructing and renovating buildings on the List of Classified Structures or the National Register of Historic Places must be carried out in accordance with Public Law 96-515, National Historic Preservation Act; the Secretary of the Interior's Standards for Rehabilitation and Guidelines for Rehabilitating Historic Buildings; the Secretary of the Interior's Standards for Historic Preservation Projects; and 36 CFR, Chapter VIII, Advisory Council on Historic Preservation.

# **O. FUEL STORAGE**

The concessionaire will be responsible for compliance with all Federal, State, and local laws and regulations pertaining to aboveground fuel storage. The concessionaire must provide the park manager with copies of all

reports and correspondence to or required by any regulatory agency pertaining to fuel storage. If any leak detection testing indicates a possible release or leak from a tank, Reclamation must be notified immediately; the concessionaire will be responsible for fulfilling all reporting, monitoring, and remediation requirements associated with a leak or release. Reclamation must approve all plans for any work involving the aboveground fuel storage tanks, tracer probes, monitoring wells, removal of contaminated soil, and ground water remediation work.

## **P. HAZARDOUS MATERIALS**

The concessionaire shall comply with all Federal, State, and local laws and regulations pertaining to hazardous materials. The concessionaire will provide Reclamation with a Hazardous Materials Business Plan within 6 months of contract execution. If the nature of the hazardous materials stored on-site changes, an update to this plan must be provided to the park manager. All hazardous materials must be stored and handled in a manner that minimizes the potential for spills and releases.

The concessionaire shall designate a hazardous materials coordinator who will have responsibility for all hazardous materials storage and for compliance with applicable laws and regulations.

The concessionaire will provide the park manager with an Hazardous Substance Spill Contingency Plan that applies to the facilities assigned to the concessionaire. The concessionaire plan will adopt emergency reporting and response procedures that complement and match the Reclamation plan, as appropriate. All spills and releases must be reported immediately by the concessionaire to the park manager, area manager and regional office Hazardous Materials Coordinator and to all local and state emergency response agencies, along the National Response Center as required by law and regulation.

The concessionaire will be responsible for cleaning up contamination caused by spills or releases from facilities assigned to the concessionaire or equipment used by the concessionaire or otherwise attributable to the concessionaire. If the concessionaire fails to take action to clean up a spill or release in a timely fashion, Reclamation may take such action as is appropriate to remediate the contamination and recover the costs of such response from the concessionaire.

When a release of hazardous or non-hazardous chemical or biological product occurs, proper corrective, cleanup, and safety actions must be implemented immediately. Individual fleet and public service vehicles with a load rating greater than 2 tons should carry, at a minimum, enough absorbent materials to effectively immobilize the total volume of fluids contained within the vehicle. Vehicles and operators transporting hazardous materials must be Department of Transportation (DOT) certified and registered, and operators must be knowledgeable of local emergency response and personal safety protocol.

The concessionaire must provide information regarding hazardous materials used and stored on-site to the park manager in accordance with Part E, Report 1.

The concessionaire must adopt measures to minimize the use of hazardous materials, when appropriate, to minimize hazardous waste generation. If less toxic materials are available as a suitable substitute for a hazardous material, the alternative should be used, as appropriate, to decrease the potential for exposure to workers. The concessionaire shall seek to acquire environmentally preferable products, as defined by Executive Order 12873, A, when available.

## **Q. HAZARDOUS WASTE**

The concessionaire shall comply with all Federal, State, and local laws and regulations pertaining to hazardous waste.

The concessionaire shall designate a Hazardous Materials Coordinator who will have responsibility for all hazardous waste accumulation areas and for compliance with applicable laws and regulations.

The concessionaire shall develop policies and practices to minimize hazardous waste generation. The concessionaire shall implement such minimization activities with the purpose of achieving a reduction of hazardous waste consistent with the mandate contained in Executive Order 12856.

The concessionaire shall provide the park manager with information regarding hazardous waste generation on a quarterly basis, in accordance with Part E, Reports.

## **R. RECYCLING AND CONSERVATION**

### **1. SOURCE REDUCTION**

- a. In accordance with Executive Order 12873, the concessionaire shall track the rate at which solid waste is generated and work toward a specific reduction target on an annual basis. The concessionaire shall document its source reduction program in the reports provided to the park manager in accordance with Part E, Reports.
- b. The concessionaire will implement its program designed to minimize use of disposable products in its operations. Reusable and recyclable products will be used where and when applicable. Polystyrene and plastics will be used as little as possible and then only polystyrene not containing chlorofluorocarbon. Where disposable products are needed, products will be used that have the least impact on the environment. Post consumer recycled products will be used whenever possible.

### **2. RECYCLING AND BEVERAGE CONTAINER PROGRAMS**

- a. The concessionaire shall implement a recycling program that fully supports the recycling efforts of Reclamation. Products to be recycled include, but are not limited to, paper, newsprint, cardboard, bimetals, plastics, aluminum, glass, waste oil, antifreeze, and batteries.
- b. The concessionaire will provide recycling bins in all visitor areas. The concessionaire is responsible for emptying these bins as needed and for ensuring that these recovered materials are delivered for recycling and not sent to a landfill for disposal.

### **3. WATER AND ENERGY CONSERVATION**

The concessionaire will implement water and energy conservation measures. As new technologies are developed, the concessionaire will explore the possibility of integrating them into existing operations where there is potential for increased efficiency, reduced water or energy consumption, or reduced impacts on the environment.

### **4. AFFIRMATIVE PROCUREMENT**

The concessionaire will implement an Affirmative Procurement Program, consistent with Executive Order 12873, for the preferential acquisition of products that have recycled material content or that are environmentally preferable.

## **S. VOLUNTEERS**

The concessionaire will allow employees to participate in volunteer programs.

## T. SMOKING IN PUBLIC BUILDINGS

Concession facilities will comply with guidelines relative to smoking in public buildings. The concessionaire will post notices in all public buildings as necessary.

## U. QUIET HOURS

Quiet hours will be enforced between the hours of 10 p.m. and 6 a.m.

## V. GENERAL

### 1. RESERVATIONS

The concessionaire will take advance reservations for all products and services authorized and required under contract and where applicable.

- a. The concessionaire will staff reservation operations adequately on a year round basis.
- b. Reservation services will be available at a minimum via telephone, fax, mail and internet.
- c. Deposit / refund / cancellations terms and conditions will be a part of the rate approval process. The deposit / refund policy will be included in all brochures and/or advertisements.
- d. Credit cards accepted Visa, MasterCard, American Express, Discover
- e. Rates confirmed by reservation will be honored.

After consultation with the concessionaire and in consideration of issues of mutual concern, this Operating Plan reflects, as of its date of execution, the expectations, requirements, and commitments of the concessionaire and Reclamation.

Dated at Lake Benning this 28 day of

November 2005

Concessionaire

Title: GM

Date: 11-28-05

Reclamation

Park Manager



## APPENDIX A

### GIFT SHOP MISSION STATEMENT

#### Pleasure Cove Marina

#### PURPOSE

Two of the stated purposes for the area's Resource General Management Plan is to "preserve the resources that contribute to the Lake Berryessa Recreation Area uniqueness and attractiveness" and to "make the varied resources of Lake Berryessa available to people for their individual enjoyment, education, and recreation, now and in the future." One of the management objectives is to "assist all people in understanding, enjoying, and contributing to the preservation of the natural, cultural, and scenic resources."

Gift shops at the Reclamation area serve the two-fold mission of (1) providing opportunities for visitors to purchase mementos and (2) serving as an extension of Reclamation interpretive responsibilities to the public. The shops provide a means for visitors to take something of their experience away with them by purchasing gifts and souvenirs that relate to the Area resources and educational messages. The purchases have the potential of both providing memories of an enjoyable experience and further contributing to the visitor understanding of the area preservation and related environmental and cultural values.

#### OBJECTIVES

In responding to the above mission statement purpose and to the Reclamation Concessions Management Guidelines, the following objectives are established:

1. The image of the Reclamation area and the gift shops/stores (shops) are intertwined. The shops, in terms of both merchandise and personnel, are the front line of Reclamation's interaction with its visitors and should exemplify quality and professionalism. The concessionaire will continue training retail personnel to be aware of the sources, quality, and authenticity of merchandise items.
2. To the greatest extent possible, gift and souvenir items will have an identifiable relationship (i.e., environmental themes) to Pleasure Cove Marina, its environs, its natural and cultural history, or other related topics.
3. Themes and categories will be identified by Reclamation staff and the concessionaire staff to guide in the implementation of objective 1.
4. Sales items with area interpretive and environmental or cultural educational value will be provided prominent display space.
5. When possible and appropriate, informational tags will be attached to sales items in an interpretive or educational effort to illustrate the relationship of the item to one or more of the specific themes.

6. Gifts and souvenirs representing the desired themes will be sought within a broad price range, providing visitors the opportunity to purchase variably priced items.
7. The concessionaire has the responsibility to select specific merchandise items that comply with this Mission Statement and the general Reclamation merchandising guidelines. The park manager will not dictate the sale of specific gift items based on individual tastes in gifts and souvenirs. Reclamation recognizes that purchasing and merchandising new inventory will be phased, and that items that do not sell, regardless of how well they support area themes, need not be offered for sale or reordered.
9. The above objectives are for gift and souvenir sales items. It is recognized that the concessionaire will also sell groceries, camping equipment, supplies, activity items, clothing, sundries, and other general merchandise necessary and appropriate to meet the needs of visitors.

## GIFT AND SOUVENIR THEMES

### CENTRAL CALIFORNIA AREA OFFICE

- |                                    |   |
|------------------------------------|---|
| <b>Scenery</b>                     | <ul style="list-style-type: none"><li>- Domes, cliffs, meadows, forests, rivers and waterfalls seen in and from <u>Pleasure Cove Marina</u></li><li>- High Sierra peaks, ridges, canyons, lakes, streams, meadows, forests and giant sequoia groves</li><li>- Skies</li></ul> |
| <b>Geology</b>                     | <ul style="list-style-type: none"><li>- Geologic land base and its origins, processes, etc.</li><li>- Mineral and rock samples</li></ul>  |
| <b>Life Communities</b>            | <ul style="list-style-type: none"><li>- Balance and interdependence of life forms</li><li>- Area flowers, trees, etc.</li><li>- Area animals, birds, fisheries</li></ul>  |
| <b>Reclamation Area Experience</b> | <ul style="list-style-type: none"><li>- Enjoying the special attributes of <u>Pleasure Cove Marina</u></li><li>- Reclamation area informational materials</li></ul>   |
| <b>Wilderness</b>                  | <ul style="list-style-type: none"><li>- The concept of wilderness</li></ul>   |
| <b>Environmental Topics</b>        | <ul style="list-style-type: none"><li>- General topics and issues of importance to all areas, e.g., air quality, water quality, and waste disposal.</li><li>- Relationship between areas and their environs,</li><li>- Environmental ethics</li></ul>                         |

Approved: \_\_\_\_\_

Area Manager

Date